

TRANSFER/PROMOTIONAL OPPORTUNITY

Health Access Assistant II Health Department

PURPOSE: The Health Access Assistant II is responsible for providing comprehensive information, referral, outreach, and support to assist clients, especially underserved, underrepresented populations, in applying for medical and nutritional assistance programs such as Badger Care Plus, Badger Care CORE plan of Medicaid, WIC, Food Share and others. The Health Access Assistant II will work with government and community agencies/programs to develop advocacy efforts, and she/he will undertake troubleshooting strategies to help address clients' coverage or access difficulties.

ESSENTIAL FUNCTIONS:

Application Assistance and Outreach

- Assess customer needs/eligibility for entitlement programs such as Badger Care Plus, CORE plan, Family Planning Waiver, Express Enroll, Senior Care, etc.
- Inform clients of documents required to process applications and assist with the online processes.
- Encourage application to other programs which might serve clients needs, including: Food Share, Wisconsin Shares, WIC, Milwaukee Cares, Nursing programs, Medication free and reduced cost clinics.
- Make referrals to internal/external programs that would further benefit clients' general health and well-being.
- Staff clinic to accept walk-in customers.
- Provide outreach activities at community-based organizations, churches, and other settings to identify and assist eligible, non-traditional populations.

Customer Advocacy and Troubleshooting

- Advocate on behalf of all health department populations who have an insurance coverage issue.
- Receive and process referrals from other programs for individuals who have no coverage or who are experiencing issues or breaks in coverage.
- Ensure that each client receives the best quality service available; use contacts within local and state government to press for quality customer care.
- Collaborate with community, state, and local officials to have a network of advocates working to improve the quality of health in the Milwaukee community, especially relating to the underserved and underrepresented populations.
- Engage in cross-programming, training, and referral to ensure continuity of care for clients coming to MHD.
- Remain abreast of administrative changes in Medicaid and other entitlement programs to ensure accuracy of application information given to customers.

OTHER FUNCTIONS:

Reporting and Administrative Duties

- Enter customer information into the database daily.
- Complete monthly status reports of work productivity.
- Complete all required internal MHD documentation and reports in a timely fashion.

Other Responsibilities

- Participate in evaluation of the program to ensure program compliance and quality.
- Complete other projects and duties as assigned to ensure efficiency and efficacy for the program.
- Participate in program and agency training as necessary.

CONDITIONS OF EMPLOYMENT:

- Required to use properly insured, personal vehicle on the job (automobile allowance is provided)
- Frequently exposed to outside weather conditions.
- Work hours may vary and include rotation shifts until 7:00 p.m.

SUPPLEMENTAL INFORMATION:

This position is partially funded by a federal grant and a grant from the Wisconsin Department of Health and Family Services.

MINIMUM REQUIREMENTS:

1. Current status and at least 3 months as a regularly appointed employee of the City of Milwaukee
2. Three years experience working with low-income families and their health benefit programs; or three years experience in community outreach, human services, health care service or related field. Relative experience includes conducting customer needs assessments, determining eligibility for benefits or services, ensuring access to services, monitoring and maintaining case records and reporting progress accordingly.
 - **Note:** 36 credits in social work, sociology, counseling, guidance, nursing or other related human service field may substitute for up to 1 year of the experience requirement.
3. Ability to lift and/or move up to 10 pounds
4. Valid driver's license at time of appointment and must be maintained throughout employment
5. Properly insured personal vehicle for use on the job (automobile allowance provided)

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of eligibility requirements and application processes for entitlement programs (e.g. Medicaid, WIC).
- Ability to read and interpret technical documents such as procedure manuals, graphs, state rules, and government regulations regarding eligibility requirements.
- Ability to navigate county and state systems.
- Ability to explain complex information, and an ability to deal with several variables while troubleshooting.
- Skill in advocacy and outreach.
- Ability to build and maintain good working relationships with multi-cultural, multi-disciplinary staff, area professionals, agencies, and the public.
- Ability to create accurate reports and graphical information.
- Ability to work with all units of measurement, and ability to compute ratios, percentages, proportions, and rates.
- Ability to effectively use standard office hardware and software such as word processing, spreadsheet, and database programs.
- Knowledge of community resources and services available to assist clients in accessing appropriate entitlements.
- Ability to provide services in a culturally sensitive manner.
- Strong interpersonal and customer service skills.
- Ability to work independently and in a team environment.
- Detail-oriented, flexible, honest, and able to maintain confidentiality.

DESIRABLE QUALIFICATIONS:

- Experience working with related health benefit programs.
- Bilingual in Spanish, Hmong, Russian or other language.

CURRENT SALARY (PR 425) is: \$31,905 - \$35,296 annually with excellent benefits.